CLASS TITLE:  **Manager of Data Entry Operators**

CHARACTERISTICS OF THE CLASS:  Under direction, the class is managerial in nature, directing supervisory staff and overseeing a large or multi-shift data entry and clerical operation; and performs related duties as required.

ESSENTIAL DUTIES:  Manages staff performing data entry and clerical functions to create, revise and update computerized records; develops and oversees the implementation of operating policies, work flow procedures and production standards; establishes quality standards for the processing and data entry of documents and monitors operations to ensure efficiency, timeliness and adherence to standards; schedules and prioritizes data entry projects; coordinates staff training on computer and data entry operations and related clerical processing functions; confers with managers on problems relating to the completeness and accuracy of source documents received for processing; works with staff and vendors to resolve hardware and software problems impacting on data entry operations; works with consultants in implementing new systems for computerizing documents; manages staff engaged in operating optical character recognition (OCR) equipment to prepare, scan and edit documents for electronic storage and retrieval; oversees the preparation of and completes staff performance appraisals; prepares management reports on work activities.

RELATED DUTIES:  Participates in streamlining work procedures to control work flow and improve efficiency and productivity; may generate reports from computerized records.

MINIMUM QUALIFICATIONS:

Training and Experience.  Four years of progressively responsible data entry experience, including one year of supervisory experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill.  Good knowledge of data entry and source document review procedures.  Good knowledge of computer operations.  Good knowledge of supervisory methods and practices.

Ability to manage an organizational unit.  Ability to train staff on data entry procedures and related computer operations.  Ability to use computer equipment to generate reports.

CLASS TITLE:  **Manager of Data Entry Operators**      (**Cont'd**)

Good computer operations skills.  Good supervisory skills.  Good oral and written communication skills.

<u>Working Conditions</u>.  General office environment.

<u>Equipment</u>.  Computer and optical character recognition equipment.
S`tandard office equipment.

NOTE:      While the list of essential duties is intended to be as
           inclusive as possible, there may be other duties which are
           essential to particular positions within the class.